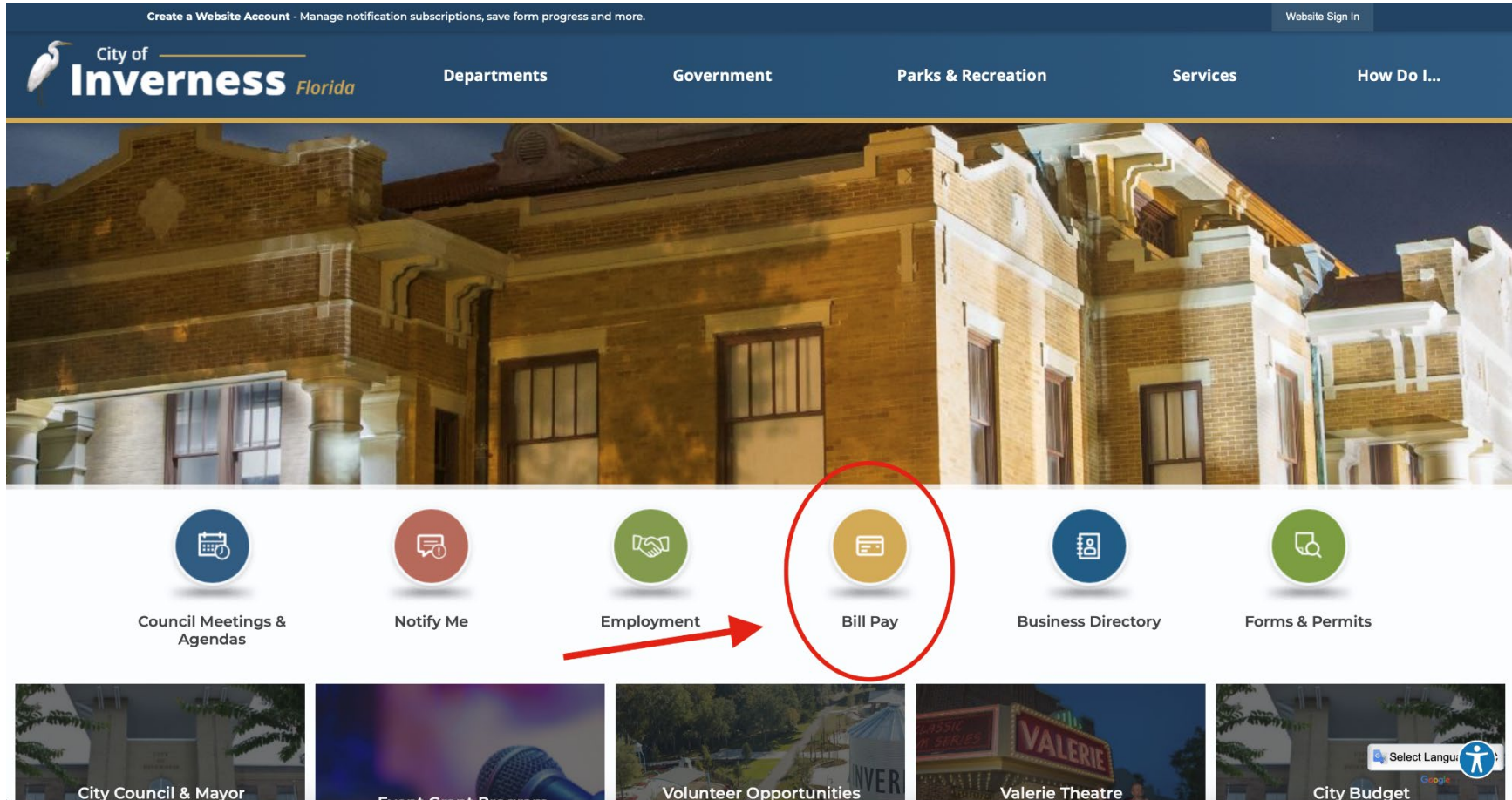


Navigating the Online Bill Pay Website

How to Create / Log in to Online Utility Billing Payment account


From the Inverness City website home page, select the Bill Pay button.



The site will bring you to a page that discusses online payments. Click the Official Payments Corp image to open the online payment website portal. Please note that this is an external site. A box will pop up to notify you of this, click proceed to site.

[Create a Website Account](#) - Manage notification subscriptions, save form progress and more.

Website Sign In

City of **Inverness** Florida

Departments

Government

Parks & Recreation

Services

How Do I...

Pay Bill


Feature Links > Pay Bill

Pay Bill

Pay Utility Bills Online

At this time the City of Inverness offers several ways to pay your utility bill online.

To get started using your Credit Card or Debit Card to pay online, simply click on the [Official Payments](#) icon below.



Credit card payments are also accepted in the Finance Department located in the IGC.

You may also use CheckFree.com to pay your utility bill, here's how:

Select your financial institution. If you don't see it on the list, select your state in the field provided and click "GO."

When you select your preferred provider, click on the link to start the sign-up process.

Select Language

Google Translate

On the payment website, click log in in the top right-hand corner and then enter your login information. If you have not registered previously or have not re-registered since the February 20, 2023 system update, please click the register button to create an account.

City of Inverness Citizen Self Service

Welcome to the City of Inverness Citizen Self Service portal. We hope you find this site convenient and easy to use.

Please note that this site uses popup windows. If your browser uses a popup blocker please add this site to your allowed list.

To get started paying and viewing details about your utility account, you will first need to register. Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens. Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem. [Learn more about Community Access](#)

Register

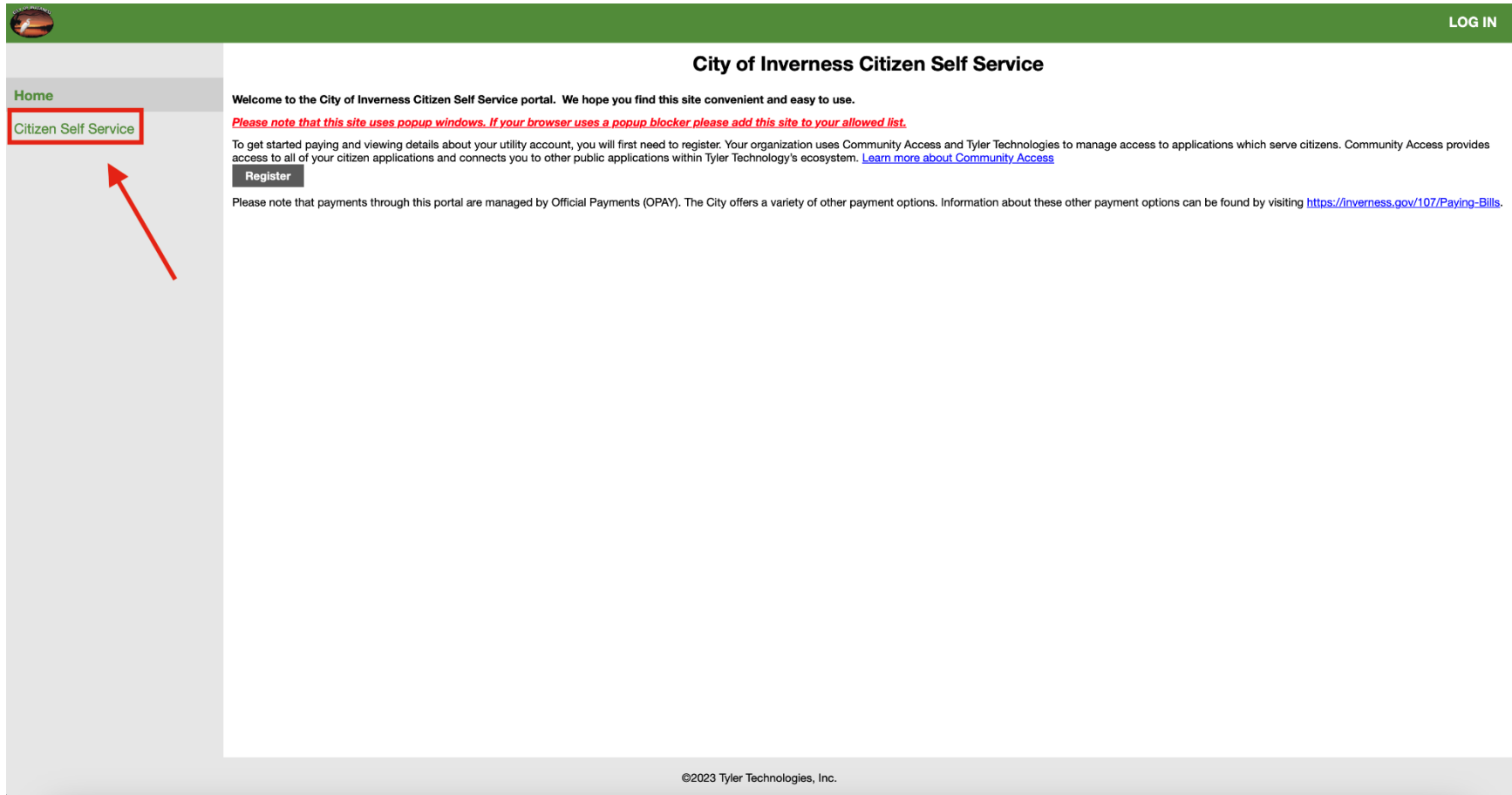
Please note that payments through this portal are managed by Official Payments (OPAY). The City offers a variety of other payment options. Information about these other payment options can be found by visiting <https://inverness.gov/107/Paying-Bills>.

LOG IN

©2023 Tyler Technologies, Inc.

How to Link a Utility Billing Account

After logging in, click on the Citizen Self Service option listed on the left-hand side of the screen. This will bring you to the Citizen Self Service screen and review additional menu options.



City of Inverness Citizen Self Service

Welcome to the City of Inverness Citizen Self Service portal. We hope you find this site convenient and easy to use.

Please note that this site uses popup windows. If your browser uses a popup blocker please add this site to your allowed list.

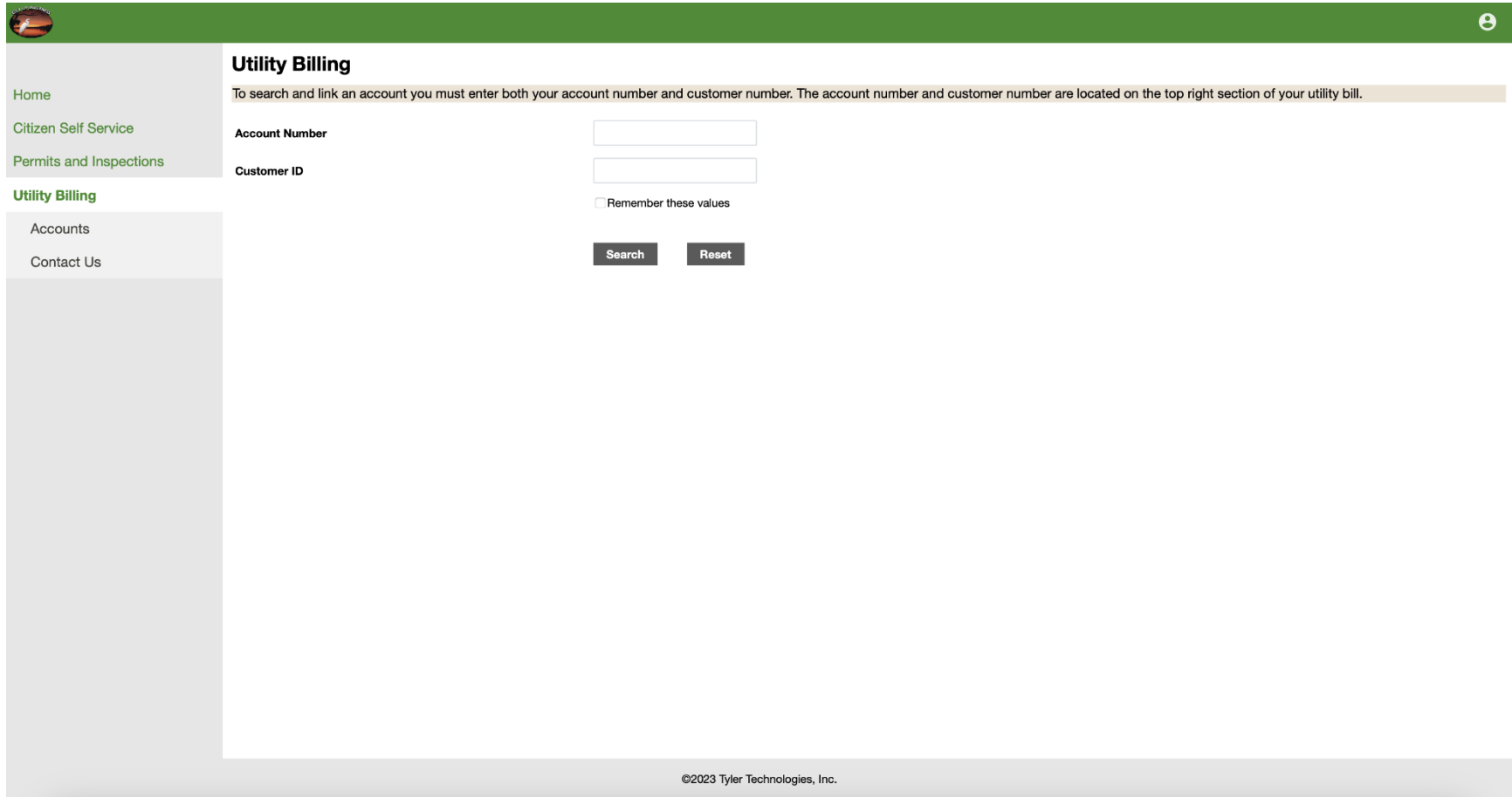
To get started paying and viewing details about your utility account, you will first need to register. Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens. Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem. [Learn more about Community Access](#)

[Register](#)

Please note that payments through this portal are managed by Official Payments (OPAY). The City offers a variety of other payment options. Information about these other payment options can be found by visiting <https://inverness.gov/107/Paying-Bills>.

©2023 Tyler Technologies, Inc.

From the additional menu options revealed, click Utility Billing. This will open the Utility Billing page where you will need to enter your account number and Customer ID into the corresponding boxes and then select search.



The screenshot shows a web application interface for "Utility Billing". At the top is a green header bar with a logo on the left and a user profile icon on the right. A left sidebar contains a menu with options: "Home", "Citizen Self Service", "Permits and Inspections", "Utility Billing" (highlighted in green), "Accounts", and "Contact Us". The main content area is titled "Utility Billing" and includes a light orange instruction bar: "To search and link an account you must enter both your account number and customer number. The account number and customer number are located on the top right section of your utility bill." Below this are two input fields labeled "Account Number" and "Customer ID". A checkbox labeled "Remember these values" is positioned between the fields. At the bottom of the input section are two buttons: "Search" and "Reset". The footer of the page contains the copyright notice "©2023 Tyler Technologies, Inc."

Utility Billing

To search and link an account you must enter both your account number and customer number. The account number and customer number are located on the top right section of your utility bill.

Account Number


Customer ID

☐ Remember these values

Search **Reset**

©2023 Tyler Technologies, Inc.

From the search results, select the link for the account number that you would like to link. This will open an account summary.



[Home](#)
[Citizen Self Service](#)
[Permits and Inspections](#)
Utility Billing
[Accounts](#)
[Contact Us](#)
Search Results
[New Search](#)


Utility Billing

Search Results

[Modify Search](#) | [New Search](#)



1 found

Service Address	Account Number	Customer ID	Parcel ID	Manage
[REDACTED]	ACCOUNT #	[REDACTED]		Manage Bills



©2023 Tyler Technologies, Inc.

On the account summary page, click the button to link to account. Linking the account will allow the account to be seen on the home page for future log ins.



Home

Citizen Self Service

Permits and Inspections

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Utility Billing

Account Summary

Link to Account

Manage Bills

Service Address

Account Number

ADDRESS

ACCOUNT #

Your Current Balance

Amount Due Now

Payment Due Date

About Your Payments

©2023 Tyler Technologies, Inc.

How to View Bill Details

After logging into Citizen Self Service, all linked accounts should show at the bottom of the Citizen Self Service page under Utility Billing Accounts. Click the (+) button next to the account you wish to pay.

The screenshot shows the 'Citizen Self Service' web application. On the left is a vertical navigation menu with the following items: 'Home', 'Citizen Self Service' (highlighted in green), 'Permits and Inspections', and 'Utility Billing'. The main content area is titled 'Welcome to Citizen Self Service'. Below this title are three sections: 'Announcements', 'Profile Information', and 'Utility Billing Accounts'. The 'Announcements' section contains a red text message about duplicate payments and service interruptions. The 'Profile Information' section states 'Profile information not found.' The 'Utility Billing Accounts' section contains a table with one row. The first cell of this row is a small square icon with a plus sign inside, which is highlighted by a red box and a red arrow. The second cell of the row is labeled 'ACCOUNT #'. At the bottom of the page, there is a footer that reads '©2023 Tyler Technologies, Inc.'

Welcome to Citizen Self Service

Announcements

PLEASE DO NOT DUPLICATE PAYMENTS. PAYMENTS MADE WILL BE CREDITED BY THE END OF THE NEXT BUSINESS DAY. IF YOUR WATER SERVICE HAS BEEN INTERRUPTED DUE TO NON-PAYMENT, PAYING YOUR BILL THROUGH OUR ON-LINE SERVICE WILL NOT AUTOMATICALLY RESUME YOUR WATER SERVICE. YOU MUST CONTACT A CUSTOMER SERVICE REPRESENTATIVE AT 352-726-5016 BETWEEN 8:00 AM AND 5:00 PM MONDAY THROUGH FRIDAY TO RESUME YOUR SERVICE.

Profile Information



Profile information not found.

Utility Billing Accounts

	ACCOUNT #
--	-----------

©2023 Tyler Technologies, Inc.

After clicking the (+) button, further information related to the account should show. Select the “Manage Bills” button to the far right of this information.



[Home](#)
[Citizen Self Service](#)
[Permits and Inspections](#)
[Utility Billing](#)

Welcome to Citizen Self Service



Announcements

PLEASE DO NOT DUPLICATE PAYMENTS. PAYMENTS MADE WILL BE CREDITED BY THE END OF THE NEXT BUSINESS DAY. IF YOUR WATER SERVICE HAS BEEN INTERRUPTED DUE TO NON-PAYMENT, PAYING YOUR BILL THROUGH OUR ON-LINE SERVICE WILL NOT AUTOMATICALLY RESUME YOUR WATER SERVICE. YOU MUST CONTACT A CUSTOMER SERVICE REPRESENTATIVE AT 352-726-5016 BETWEEN 8:00 AM AND 5:00 PM MONDAY THROUGH FRIDAY TO RESUME YOUR SERVICE.

Profile Information

Profile information not found.



Utility Billing Accounts



Customer Name	Service Address	Account	Customer	Parcel	Manage
<input type="text" value="NAME"/>	<input type="text" value="ADDRESS"/>	<input type="text" value="ACCOUNT #"/>	<input type="text" value="CUSTOMER #"/>		Manage Bills

©2023 Tyler Technologies, Inc.

From the Manage Bills page, you will see a summarized version of your current bill(s) due. The summary will provide the bill number, bill date, pay by date, bill charges, pending payments, and balance due. To view all bills including past bills paid, select “Show Past Bills” on the far right side of the page.



Home

Citizen Self Service

Permits and Inspections

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Search Results

New Search

Utility Billing

Manage Bills

Service Address

Account Number

As of

03/16/2023



Account Summary

Outstanding Bills (bill years 2003 to 2043 only)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input type="checkbox"/>	BILL #	BILL DATE	DUE DATE	CURRENT	PENDING	TOTAL	Bill Details
						Total Due:	TOTAL DUE

©2023 Tyler Technologies, Inc.

To view a detailed version of your bill click the “Bill Detail” button on the far right on the line for the bill you wish to view.



[Home](#)
[Citizen Self Service](#)
[Permits and Inspections](#)
Utility Billing
[Accounts](#)
Manage Bills
[Account Summary](#)
[Contact Us](#)
[Search Results](#)
[New Search](#)

Utility Billing

Manage Bills

[Account Summary](#)

Service Address ADDRESS

Account Number ACC #

As of 03/16/2023



Outstanding Bills (bill years 2003 to 2043 only)

[Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input type="checkbox"/>	BILL #	BILL DATE	DUE DATE	CURRENT	PENDING	TOTAL	Bill Details
						Total Due:	TOTAL DUE

©2023 Tyler Technologies, Inc.

The Bill detail will show a description of each charge on your bill and the amount for each charge as well as the total due. If the bill has already been paid, the payment for each item will be reflected. To view information related to payments made on bills, click the “payments and adjustments” button on the right side of the screen above the bill details.



Home

Citizen Self Service

Permits and Inspections

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Search Results

New Search

Utility Billing

Bill Detail

Account Summary | Manage Bills

Bill number

As of

03/16/2023

Bill Date

1/31/2023

Pay By

2/20/2023


Details for bill 609530

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
SEWER USAGE	GALLONS	0	0	0				
COMM SEWER AVAIL 2		0	0	0	0			
TECHNOLOGY FEE		0	0	0	0			
WATER USAGE	GALLONS							
COMM WATER AVAIL 2		0	0	0	0			
SUBTOTAL								
INTEREST DUE								
TOTAL DUE								

Payments and adjustments

©2023 Tyler Technologies, Inc.

The payments and adjustments screen will provide information relating to the prior payment such as how the payment was made, the amount of payment, and the date payment posted.



[Home](#)
[Citizen Self Service](#)
[Permits and Inspections](#)
Utility Billing
[Accounts](#)
Manage Bills
[Account Summary](#)
[Contact Us](#)
[Search Results](#)
[New Search](#)

Utility Billing
Payments and Adjustments

[Account Summary](#) | [Bill Details](#)

As of 3/16/2023
Bill

BILL DATE

Bill Date 1/31/2023
Payments and Adjustments for

BILL #

Activity	Posted	Entered	Reference #	Paid By/Reference	Amount
Payment	1/31/2023	1/27/2023	<div>Reference #</div>	<div></div>	<div>\$5</div>
Payment	1/31/2023	1/27/2023	<div>Reference #</div>	<div></div>	<div>\$5</div>
Transfer To Bill	1/31/2023	1/27/2023	<div>Reference #</div>	<div></div>	<div>\$5</div>
Payment	1/31/2023	1/27/2023	<div>Reference #</div>	<div></div>	<div>\$5</div>
Payment	1/31/2023	1/27/2023	<div>Reference #</div>	<div></div>	<div>\$5</div>
Payment	1/31/2023	1/27/2023	<div>Reference #</div>	<div></div>	<div>\$5</div>

©2023 Tyler Technologies, Inc.

How to Pay Bills

From the Manage Bills page, see section related to view bill details on how to access this page, you will see a summarized version of your current bill(s) due. The summary will provide the bill number, bill date, pay by date, bill charges, pending payments, and balance due. To pay bill(s), make sure all bills to be paid are selected and then click the “Pay” button at the bottom right of the page.

The screenshot shows the 'Manage Bills' page. On the left is a sidebar with links: Citizen Self Service, Permits and Inspections, Utility Billing (highlighted), Accounts, Manage Bills, Account Summary, and Contact Us. The main content area is titled 'Utility Billing Manage Bills' and includes a link for 'Account Summary'. Below the title are fields for 'Service Address', 'Account Number', and 'As of' (set to 03/10/2023). A table titled 'Outstanding Bills (bill years 2003 to 2043 only)' contains one row with columns: Pay Bill (checked), Bill, Bill Date (3/10/2023), Pay By (3/19/2023), Charges, Pending, Balance Due, and Details. A 'Total Due' is shown at the bottom right. A red arrow points to a 'Pay' button in the bottom right corner, which is highlighted with a red box. Below the button, text reads: 'select bills you would like to pay now, then click "Pay"'. A link 'Show Part Bills' is also visible.

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>		3/10/2023	3/19/2023				

Total Due:

[Show Part Bills](#)

[Pay](#)

select bills you would like to pay now, then click "Pay"

The pay bill page will ask you to select a payment method. Online payments can be made by credit/debit card or by e-check. Select the button for the method you wish to pay with.

The screenshot shows the 'Pay Bills' page. On the left is the same sidebar as the previous page. The main content area is titled 'Pay Bills' and includes a link for 'Return to home page'. Below the title is a section 'Select Payment Method' with a description of eChecks. Below this description are three buttons: 'Pay by Credit Card', 'Pay by eCheck', and 'Cancel'. A red arrow points to the 'Pay by eCheck' button, which is highlighted with a red box.

Pay Bills



[Return to home page](#)

Select Payment Method

eChecks is an electronic transfer of funds in which money is withdrawn from a bank account. You will need your bank routing number and check number to make a payment with eChecks.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Once you have selected a payment method, confirm the amount that you wish to pay towards the bill. If you wish to adjust the payment amount, change the amount shown in the box on the far right. Then click “continue”.



Citizen Self Service

Permits and Inspections

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2023	3/10/2023	BILL #	3/10/2023	BALANCE	\$\$	\$ <input type="text"/>

Continue

Cancel

The page will open to a “make a payment” screen. Reconfirm the payment amount and select your payment method. Then click “continue” and follow the prompts to enter your card or bank information to process the payment. After selecting to submit payment, you will receive a confirmation number. Please keep this for your personal records and if you wish to contact the Finance Department regarding your payment.



[Back to Inverness, City of](#) [Make A Payment](#) [Payment Verification](#) [Help](#) [En Español](#)

Make A Payment

Inverness, City of, FL

Utility Bill

Your payment has been completed successfully.

Confirmation Number:

Payment Date:

Payment Time:

CONFIRMATION #

PAYMENT DATE

PAYMENT TIME



Print Confirmation

- Please print or write down your payment confirmation number for your records.
- Do not use your browser's "Back" button. Instead, navigate using the buttons below.